Helping Today's Military Families Succeed in Wartime and Beyond

Military OneSource.com
1-800-342-9647

Changes in Family Landscape

- High operational tempo
- Deployment extensions
- Large Guard and Reserve population deploying
- Family isolation
  - Single parent families
  - Loneliness
  - Financial issues
  - Increasing stress

ur challenge: Reaching families to off
tance and resources specifically desig
help minimize their stress.

Challenges:

Changing Community = Changing Services

- Delivering correct, user-friendly information
- Reaching Guard and Reserve families
- Reaching geo-isolated families
- Reaching the single service members
- Meeting emerging expectations of new generations
- Building a worldwide, trusted communication system to connect with troops and families

The Digital Generation

"The Right Information, at the Right Time, to the Right People"

3

New Philosophy: High-Touch/Hi-Tech

- ***High-touch:*** reaching people personally

- ***High-tech:*** reaching people via technology

gh-touch and high-tech means getting the right formation to the right people, at the right time

Expanding Services

- Working with State Guard and Reserve to reach families who are remotely located.
- Providing surge capabilities – training, counseling
- Taking Commissaries and Exchanges to remotely located families
- Increasing child care spaces, establishing a system of DoD preferred providers, building capacity across the United States
- Educating state governments about the needs of military families
- Embarking on word of mouth marketing to get the word out to military members and their families.

Joint Family Support Assistance Program (JFSAP)

FY-07 Defense Authorization Act, Sec. 675, required the DoD to implement a **Joint Family Support Assistance Program** for families of members of the Armed Forces in six locations, up to three of which are geographically isolated from an installation, to provide:

- Financial and material assistance,
- Mobile support services,
- Sponsorship of volunteers and family support professionals for the delivery of support services,
- Coordination of family assistance programs and activities provided by *Military OneSource*, Military Family Life Consultants, counselors, the DoD, other federal agencies, state and local agencies, and non-profit entities.

Mission: Focus support on families who are geographically dispersed from a military installation during deployment

Functional areas:

- Financial and material assistance
- Mobile support services
- Sponsorship of volunteers and family support professionals for delivery of support services
- Coordination of family assistance programs
- Facilitation of assistance between and among military and civilian stakeholders

Joint Family Support Assistance Program

- **Staffing**:
  - Military and Family Life Consultant (MFLC)
  - Military OneSource (MOS) Consultant
  - American Red Cross Representative
- **Staff Function**: Partner with military/state/local resourc
  - Assess needs
  - Identify resources & address gaps
  - Enhance/build community capacity

- **Pilot States**:
  - Alabama, Arkansas, California, Colorado, Florida, **Hawaii**, Indiana, Minnesota, Nebraska, New Hampshire, Ohio, Oregon, Tennessee, Texas, West Virginia
  - ***All others came on board September 2008***

JFSAP Resources

1. Personal/Family Face-to-Face and Telephonic Counseling
2. Personal Financial Counseling
3. Educational Seminars (stress, parenting, savings, etc)
4. On-line Library
5. Educational Materials
6. Commissary Truck Load Sales
7. Recreation and Fitness

Requesting Resources

- On-line: jfsap.mhf.dod.mil
  - New web-based form for units to request MOS, MFLC, Personal Finance & Transition resources to support deployment-related events
- Call or email for more information
  - Toll-free #: (888)-256-9920
  - E-mail: jfsap@jfsap.org
- SFPDs and Service POC's are informed of every request for event support in their state

Welcome

* **Request Date:** 30-SEP-2008

* **Date Event Begins** DD-MON-YYYY

* **Date Event Ends** DD-MON-YYYY

Request for Resources
Joint Family Resource Center

Submit request form a minimum of 30 business days prior to event

* **indicates field must be completed prior to submission**

Command/Unit Information

Point of Contact Information (including military or civilian rank)

* **Name**
* **Position/Title**
* **Email Address**
* **Work Phone**
* **Cell Phone**

Name/Address of Command/Unit

* **Unit Name/Address**
* **City**
* **State/Territory** [Select State/Territory]
* **Zip Code**

* **Military Status of Command/Unit**

(•) Active Duty ( ) Guard ( ) Reserve

* **Military Branch of Command/Unit**

(•) Army ( ) Navy ( ) Marine Corps ( ) Air Force ( ) Joint Command ( ) Other

* **Deployment Status of Unit**

( ) Unit is not in Deployment Status ( ) Pre-Deployment/Pre-Mobilization ( ) Deployed/Mobilized ( ) Demobilization (Initial Reintegration) ( ) Post-Deployment

Command/Unit Special Circumstances

Length/Dates of most recent deployment

Programs and Services Requested

For a detailed program and service description, click here

Military OneSource ☐ Program Overview/Briefing ☐ Training ☐ Resource Booth/Table ☐ Materials Only

Military Family Life Consultant ☐ Counseling (Addressing situational "problems-in-living") ☐ Program Overview/Briefing ☐ Training ☐ Resource Booth/Table

(Because financial and interpersonal issues are often times closely linked, each request for MFLC support will be filled with a MFLC and a Personal Finance Counselor (PFC)).

Number of MFLCs Requested 0 (Guidelines)

Personal Financial and Transition Support ☐ Program Overview/Briefing ☐ Training ☐ Resource Booth/Table

☐ Counseling (Personal Financial Counseling)

(Because financial and interpersonal issues are often times closely linked, each request for PFC counseling support will be filled with a PFC and a MFLC.)

Event Information

Attendance Mandatory ○ Yes ◉ No

Attendance Restricted to unit members/families ○ Yes ◉ No

Event (Select all that apply)

	Day 1	Day 2	Day 3
Start Time	[Select]	[Select]	[Select]
Stop Time	[Select]	[Select]	[Select]
Facility	[Select]	[Select]	[Select]

Event Coordinator

* **Name**
* **Email Address**
* **Work Phone**

* **Type of Event** [Select an Event]

Address of Event

* **Address**
* **City**
* **State/Territory** [Select State/Territory]

For Children/Youth Events (Please enter Ages and number of Attendees)

(0 - 6) 50 attendees / (7 - 12) 40 attendees / (13 - 18) 100 attendees

* **Total number of Attendees**

* **Address**

* **City**

* **State/Territory** [Select State/Territory]

* **Zip Code**

Audio/Visual Capabilities

Electrical Outlet/Power	○ Yes	◉ No
Projector/Screen	○ Yes	◉ No
Computer/Laptop w/ Microsoft Office	○ Yes	◉ No
Internet Access	○ Yes	◉ No

Please include any additional relevant information

Submit Request

(0 - 6) 50 attendees / (7 - 12) 40 attendees / (13 - 18) 100 attendees

* **Total number of Attendees**

Military Branch of Attendees (select all that apply)

☐ Army ☐ Navy ☐ Marine Corps ☐ Air Force

Military Status of Attendees (select all that apply)

☐ Active Duty ☐ Guard ☐ Reserve

Attendees (Select all that apply)

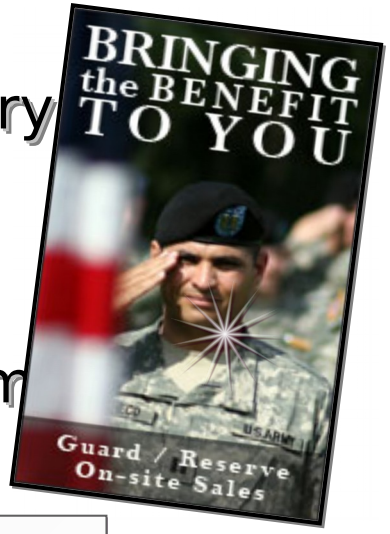
	Day 1	Day 2	Day 3
Military Personnel	0	0	0
Family Members (Spouses/Parents/Siblings)	0	0	0

Identify the # of hours you will need resources for each day of service

For additional questions, please call 1-888-256-9920

Expanding G&R Access to the Commissary Benefit

- On-site sales
  - Commissary managers coordinate with G & R units
  - Hire military family members
  - Communicate “Quality of Life” commissary benefit
  - Guard/Reserve On-site Sales System
- Virtual Commissary (www.commissaries.com
- Outreach Activities



Commissary On-site Sales: Delivering the Benefit!

Military OneSource.com
1-800-342-9647

Commissaries.com

The commissary — It's worth the trip

Home | Locations » | Shopping » | Healthy Living » | Customer Service » | News & Info » | About Us » | Human Resources » | Links »

Guard/Reserve On–Site Sales

Online ordering window now open for:

Place your order

NATIONAL GUARD - KALISPELL, MONTANA
KALISPELL, MT
Last Day to Order: 07/12/08

CAMP SAN LUIS ON-SITE SALE
SAN LUIS OBISPO, CA
Last Day to Order: 07/15/08

Want to know more about the Guard and Reserves On-site Sales? It's your benefit, learn more!

On-site Sales are open to all authorized patrons.

Future On-Site Sale Locations & Dates

For detailed information regarding the On-site Sale in your area, click on your location below to be taken to the sponsoring commissary. Please check back often. Additional sales are always being added.

July

July 11 Camp Shelby, MS
July 12 Fort Wayne ANG, IN
July 12 Fresno, CA
July 12 - 13 Homestead, FL
July 12 - 13 Frankfort, KY
July 12 - 13 Phoenix, AZ

September

September 1 - 6 Camp Williams, Salt Lake City, UT
September 5 - 6 Hancock Air Base - Syracuse, NY
September 6 Caribou, ME
September 6 - 7 Bradley ANGB, Hartford, CT
September 12 - 14 Portland, OR
September 13 - 14 Stratton ANGB, Schenectady, NY

www.commissaries.com

Military OneSource.com 1-800-342-9647

Commissary Access

- DeCA exploring ways to increase effectiveness of off-site sales at Guard and Reserve units distant from installations
- Request a Commissary Truckload Sales - NGB contact:
  - Gordon J. Jones, DSN 687-8240
  - Willie Watkins, 804-734-8236, DSN 687-8236
  - FAX: 804-734-8636

Exchanges

- Participating with the Commissaries in some locations
- All authorized Exchange customers can log in/shop thru:
  - Exchange Online Store
  - Exchange Catalog (accessed online)
  - Online Mall (numerous retailers offering special incentives)
- Request Exchange Events
  - Ms. Julie Cosby, 214-312-6890
  - E-mail: cosby@aafes.com

Expanding Child Care

- Expanding our reach into the communities where our families live.
- Making care available to all components and their families
- Building capacity and linking resources throughout the states

Expanding Childcare

OSD is beginning a process to

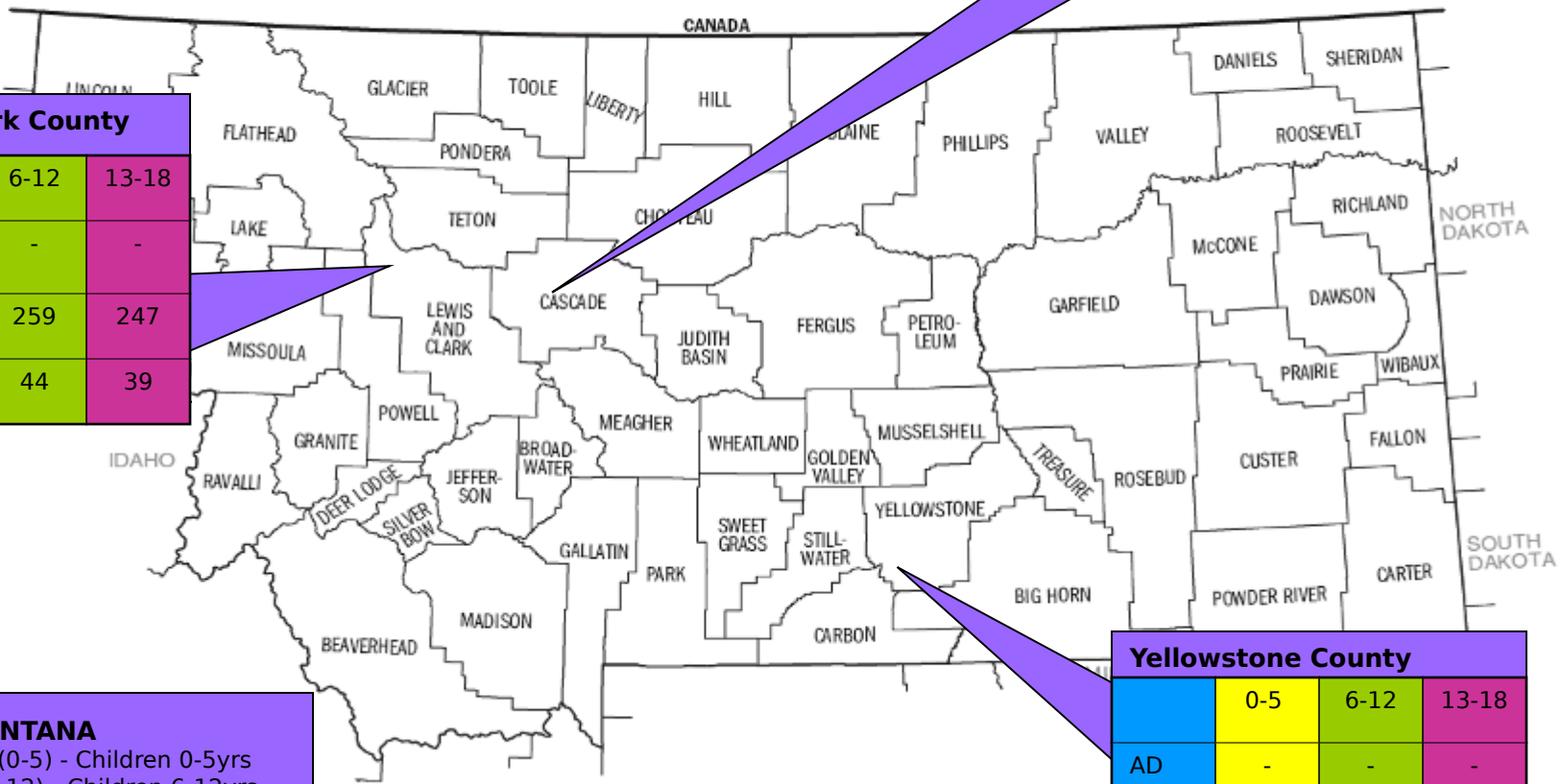
- Identify care providers who want to serve military families.
- Evaluate their level of quality and
- Provide training and technical assistance to increase their level of quality.

The focus is on where families live

Mapping the States

Cascade County			
	0-5	6-12	13-18
AD	-	-	-
G	239	308	242
R	30	45	48

Lewis and Clark County			
	0-5	6-12	13-18
AD	-	-	-
G	188	259	247
R	36	44	39



Yellowstone County			
	0-5	6-12	13-18
AD	-	-	-
G	101	105	74
R	50	66	57

MONTANA

AD – Active Duty (0-5) - Children 0-5yrs
G – Guard (6-12) - Children 6-12yrs
R- Reserves (13-18) - Children 13-18yrs

Defense State Liaison Office
10 Key Issues

- Care of the Guard and Reserves
- Assistance to Severely Injured Service Members
- In-State Tuition*
- Military School Children During Transition and Deployment
- Spouse Employment
- Unemployment Compensation
- Predatory Lending
- Voting
- Foreign Language Requirements
- Accessible Support for Military Families

Military School Children in Transition

Issue: Frequent moves = many schools! Also, anxiety of deployment….

Criteria: States participate in an interstate compact providing a uniform policy, at the state and local level, to resolve challenges for military children.

Compact:

- Developed in conjunction with Council of State Governments with assistance of 18 stakeholder agencies
- Compact has the force of law when accepted by state
- Becomes active when accepted by 10 states – *which happened in July*

In-State Tuition Benefits*

Issue: Frequent moves = out of states rates!

Goal: Allow in-state tuition for Service members and families where assigned, and continue those rates for students following the reassignment of their parents

DSLO actions: Work with legislatures and universities

Outcome: 36 states now meet this criteria and only one state still offers no in-state tuition for military members and their families.

Recent Development – New Federal Law: Higher Education Opportunity Act, H.R. 4137, Section 114 – mandates all states provide in-state tuition starting July 2009

Unemployment Compensation

Issue: Spouses who leave a job due to military reassignment do not qualify for UC in many states

Goal: States grant eligibility for much needed financial support when job resignation based on mandated military moves

Outcome: 24 States now grant benefit, over double the number since 2004

USA4MilitaryFamilies

Department of Defense and States, Partnering to Support Military Families

Search

State Policymakers

- Home
- Key Issues
- Governors' Best Practices
- News Articles
- FAQs
- Contact Us
- Tools For Your Website

Letters from Home Video

Contact the Regional Liason for Your State

Military Family of the Month

Information for Families

Visit NMFA to Meet the Latest Military Family of the Month

The USA4 Military Families initiative seeks to engage and educate state policymakers, not-for-profit associations, concerned business interests, and other state leaders about the needs of Military members and their families, particularly as those needs intersect with state public policy. Through state/military partnerships, DoD seeks to develop relationships with states, work with them to remove unnecessary barriers, and significantly improve the quality of life for military families.

Key Issues »

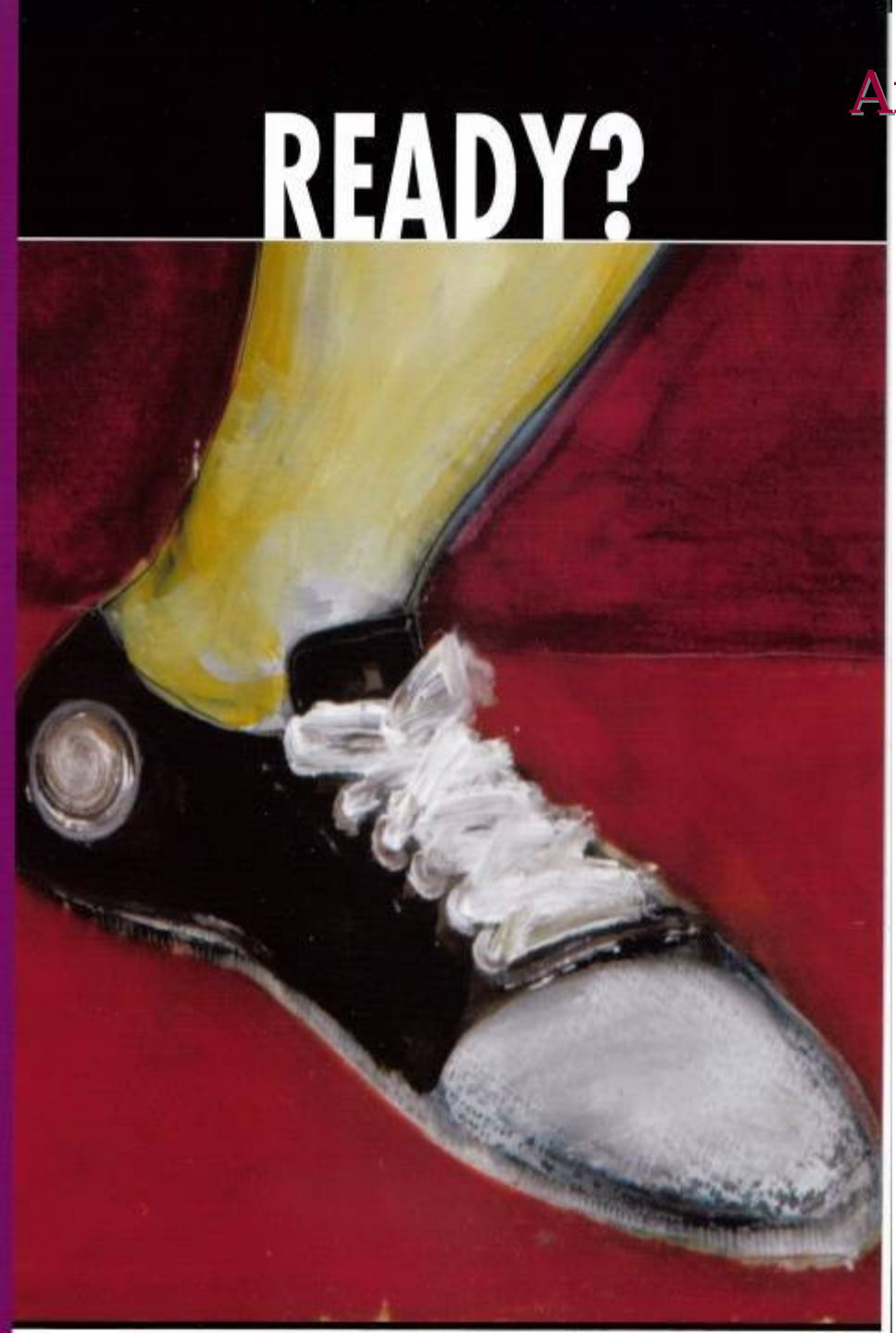
State Stories

Tax Credits For Helping Arizona's Troops and Families
By Arizona Department of Veterans' Services
(Posted on Wednesday, January 16, 2008)

The Arizona Department of Veterans' Services (AZDVS) announces that beginning this year, every person who files an Arizona State income tax return has the opportunity to receive a tax credit for contributing to the Military Family Relief Fund.

Admiral Encourages Lawmakers to Enact Educational Compact for Military Children
By Navy.mil
(Posted on Thursday, December 13, 2007)

The admiral who commands all naval installations in the southwestern United States



Armed Services YMCA contrac

- **Who**:
  - Families of deployed Guard and Reserves
  - AD families and singles at independent duty stations
  - Families assigned to the joint base locations
- **What**:
  - Free FAMILY membership for recreation and fitness while military member is deployed (Guard and Reserve)
  - 3 months for SM pre and post deployment
- **Where**: 50 States and Puerto Rico
- **When**: Started October 1
- **How**: Sign up information is available on Military OneSource

Categories

- Body
- Career
- Crisis
- Deployment
- Education
- Elder Care
- Guard/Reserve
- Legal
- Mind
- Money
- Moving
- Parenting
- Recreation
- Relationships
- Special Needs
- Transition
- Wounded Warrior

News & Community

- Podcasts

YMCA Memberships and Respite Care for Eligible Military Families

The Department of Defense has partnered with the Armed Services YMCA to fund memberships at participating YMCAs throughout the United States and Puerto Rico for the following groups:

- Families of joint deployed National Guard and Reserve personnel (Army/Navy/Air Force/Marine Corps)
- Active duty personnel and their families at independent duty stations
- Active duty families assigned to newly established joint bases
- Relocated spouse and family members of deployed active duty personnel

FITNESS FACILITY MEMBERSHIPS
The DoD will also buy down memberships at local fitness facilities (e.g. Gold's Gym/Bally's/24 Hour Fitness, etc) for single active duty personnel at independent duty stations.

RESPITE CHILD CARE
Deployed Guard and Reserve personnel and independent duty personnel with children up to age 12 of will be authorized free respite child care up to 32 hours per month, per child in YMCA facilities in states approved by DoD.

FIND OUT MORE!
After October 1, 2008, visit *www.MilitaryOneSource.com* or *www.asymca.org* find out more about these programs.

MILITARY ONESOURCE

CALL 1-800-342-9647 AVAILABLE 24/7

Search All for

English | Español Theme:

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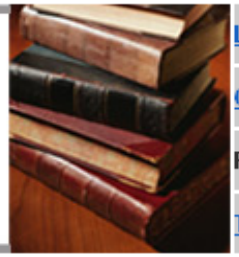
- Transition

News & Community

- Podcasts
- Webinars
- Discussion Boards
- Moderated Chat
- News Feeds

MILITARY ONESOURCE

Online Library Resources



LIBRARY HOME

CAREER & EDUCATION

RECREATION

TRANSITION

AUTO REPAIR REFERENCE CENTER

Contains information on most major manufacturers of domestic and imported vehicles. Database content includes more than 31,660 vehicles covered from 1945 to present, over 205,000 drawings and step-by-step photographs, over 130,000 enhanced wiring diagrams and so much more.

MYILIBRARY

Academic ebooks to help you with that "hard-to-find" information.

NETLIBRARY

Read a book online or search through all the books to find the chapter you need.

SMALL ENGINE REPAIR REFERENCE CENTER

Contains 410 full-text reference books with original photos and illustrations for small engine repair assistance, including: ATVs, commercial mowers, generators, motorcycles, marine, outdoor power equipment, PWC (personal watercraft/jet ski), snowblowers, tillers, and other small engines.

TUMBLEBOOK LIBRARY

The Tumblebook Library has ebooks for ekids. Read, listen, and play games. Ages 4-12.

WORLDCAT SEARCH ENGINE

Search for an item in libraries near you:

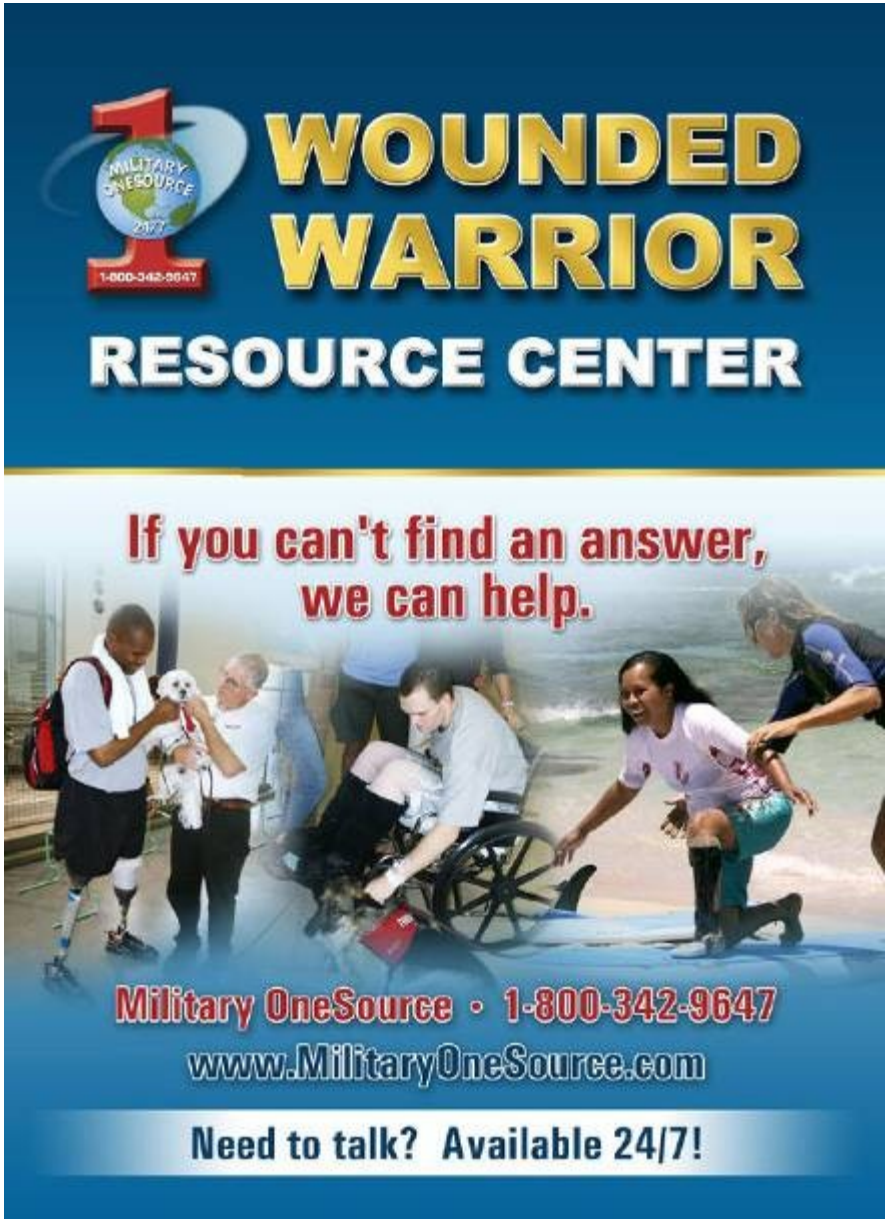
Enter title, subject or author

Demonstration in next session

Wounded Warrior Resource Center

H.R. 4986-445, SEC. 1616, *Establishment of a Wounded Warrior Resource Center* Requires:

- Call 1-800-342-9647, 24/7
- Single Point of Contact for Assistance
- Plan of Action in Place to Resolve Issue
  - Not later than 96 hours after the call
- Issue Tracking and Follow Up



A Wounded Warrior specialist will provide personal assistance related to:

- Everyday issues such as counseling, child care, etc.
- Information on VA benefits and other entitlements
- Home, transportation and work place accommodations
- Health care services
- Personal mobility and functioning

Wounded Warrior Assistance

- Website (National Resource Directory available late October)

Hero Helpers – Word of mouth marketing

- Hero Helpers is a word of mouth marketing campaign
- Enlisting volunteers to spread the word about Military OneSource and other initiatives for military members and their families
- Beginning in November, volunteers can sign up at **www.MilitaryOneSource.com/HeroHelpers** to receive the free starter kit and launch their mission for helping heroes!

What's expected of a Hero Helper?

- Spread the word that Military OneSource is a free resource to service members and their families
- Connect with friends
- Pass out free stuff

What's coming up with Military OneSource.com?

Military OneSource

A 24/7 Resource for Military Members, Spouses & Families

1-800-342-9647

We are changing our website to better serve you!

Launching ***early 2009***, the ***new*** Military OneSource website will feature:

- Customized tools and more resources
- Enhanced navigation and Google search
- A new design (*this splash page is a sneak peek!*)

Enter Our Current Site

NEW DESIGN

1.800.342.9647 - for more information

Questions: Contact Us | FAQs | Browser Compatibility

Getting Around: Home | About Military OneSource | Servic

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MySTATE | Military Health System | Military Benefits | Commissary & Exchanges

Login. Not a member? Join Now

Contact Us | Help | Login | Registration | Home

MILITARY ONESOURCE

CALL 1-800-342-9647 AVAILABLE 24/7

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English | Español Theme:

Did You Know?
We assist parents of teenagers...

Categories

- Body
- Career
- Crisis
- Deployment
- Education
- Elder Care
- Guard/Reserve
- Legal
- Mind
- Money
- Moving
- Parenting
- Recreation
- Podcasts

New Army Web site

Visit the new Army OneSource Web site

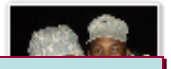
View now

5 of 6

Army OneSource

Working together, Military OneSource and the United States Army Family Covenant provide support to Soldiers and their families throughout the world. Visit the new Army OneSource site to see the Army support programs.

September Programs and Features



Parenting in the 21st Century CD - This free CD talks about today's parenting challenges and offers timeless advice for raising resilient, safe, successful, and -- most important -- happy children.

Other Highlights-

- **New!**- Voting for Service Members and Their Families
- Healthy Habits Health Coaching Program
- Military Spouse Career Advancement Accounts
- Mortgage Difficulties and the SCRA

24/7 Help Center

Call Now: 1-800-342-9647
More Numbers

Email A Consultant

Counseling

Discussion Boards

- About Military OneSource

Search & Decision Tools

- Financial Calculators
- Child Care Locator
- Relocation Tool
- Military OneSource Toolkits

More »

Self Assessment Tools

- Do You Give It Your Best?
- Do You Have Debt Problems?
- Is a Traumatic Event Causing You Stress?
- What's Your Communication Style?

More »

Military Installations

Integrating Service Sites with Military OneSource

MILITARY ONESOURCE

CALL 1-800-342-9647 AVAILABLE 24/7

Search

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English | Español Theme:

Did You Know?
Did you see our podcasts?...

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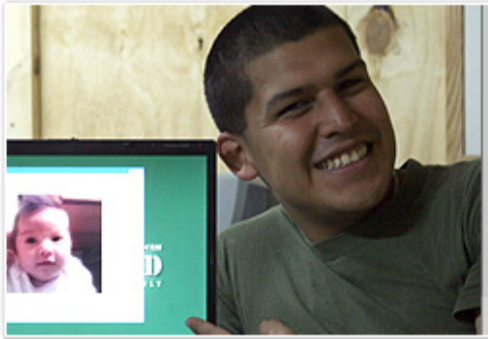

Marine Corps Programs

Find out more about Marine Corps Community Services

View now

1 of 6

Marine Corps Community Services

Working together, Military OneSource and Marine Corps Community Services provide support to Marines and their families throughout the world. Visit the Marine Corps Community Services site today to find out more about Marine Corps programs.

October Features and Releases

Taking Charge of Your Money (CD) – Down-to-earth money tips that can work for anyone.

Other Highlights-

- **New!**- Voting for Service Members and Their Families
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Military Installations

Choose Branch:

Getting in:

- Army OneSource
- MCCS OneSource
- Navy OneSource
- Air Force OneSource

Or

- Register at Military OneSource – affiliated with one of these Services

Questions?

Dr. Rebecca Posante
rebecca.posante@osd.mil
703-614-9225